



Center for Medicaid and State Operations
Disabled and Elderly Health Programs Group (DEHPG)

TO: State Medicaid Directors
State Directors for Agencies Administering the HCBS Waivers
CMS Regional Administrators
CMS Associate Regional Administrators
CMS Regional Office HCBS Waiver Contacts
HCBS Inventory Work Group

CC: Charlene Brown, CMSO Deputy Director

FROM: Glenn Stanton
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SUBJ: HCBS Quality Communication #5
“CMS Future Actions for HCBS Quality in 2003- Status Updates”

DATE: March 17, 2004

On September 11th, 2003, we released the first in a series of communications on home and community-based services (HCBS) quality, transmitting a letter from Secretary Thompson to Senators Grassley and Breaux regarding the *“CMS Future Actions for HCBS Quality in 2003.”* This plan, with timeframes for a wide range of actions, committed to distributing new quality tools to states, issuing procedural guidance to CMS Regional Offices for conducting reviews, collaborating with the state agency associations in the development of waiver expectations, and other actions to assure and improve quality.

The purpose of this fifth in the series of HCBS Quality Communications is to share more recent correspondence from Secretary Thompson to Senators Grassley and Breaux transmitting a status report on the progress CMS has made in implementing the *“CMS Future Actions for HCBS Quality in 2003 - Status Updates.”*

As you can see, we have made significant progress in implementing the action plan and improving HCBS services. On Feb 29th, 2004, we released the final version of the Quality Framework and the Quality Inventory Report. Both of these documents reflect our collaboration with the National Association of State Medicaid Directors, the National Association of State Units on Aging and the National Association of State Directors of Developmental Disability Services. The Quality Framework emphasizes the importance of building quality into the design of the HCBS program and developing a quality management program that assures on-going discovery, remediation and improvement in services.

The Quality Inventory Report provided information about the significant efforts states have made to develop systems of self-monitoring. Based on this knowledge, the Interim Procedural

Guidance was provided to CMS Regional Offices to re-focus the waiver review on states' oversight activities. Additional work has also been done to enable the CMS 372 form to provide better quality information on an annual basis, and further quality tools and technical assistance is being provided to states and CMS Regional Offices.

We have a great deal to learn about how quality is best assured and improved in large, community-based delivery systems. We will learn together and in doing so, we will improve quality and strengthen the program for participants.

CMS will continue our dialogue with all major stakeholders as we work toward improving quality in HCBS services. We will continue to provide technical assistance and additional Quality Tools that support states in their first-line responsibility for HCBS quality.

We continue to welcome comments about the CMS Quality Initiatives, which you can send to us via e-mail at hcbsquality@cms.hhs.gov.

Attachment